

Sept 1, 2020

Dear Attorney General,

My name is Wanda Brooks  
I'm writing you in regard of  
a incident that happen to me  
with Sears in 2018: Chapter 11  
18-23538 no.

Sears, came out to fix my refrigerator  
on 9/28/18 Twice the second time  
it still was not fixed I call  
Sears Maintance again the customer  
service was terrible! Sears came back  
to fix it again the service man  
broke the water line he told me  
if my refrigerator does not work  
to call them Monday I believe  
he knew he broke it, because it  
didn't work at all over the weekend  
he was here at my home for 3 hours  
trying to fix it. To make a long  
story short I was without a

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refrigerator for almost 4 months!  
They were short of help it was  
horrible! They sent me a replace-  
ment (refrigerator) and it was rusted,  
rusted can you believe that! Then  
I had to call back again, again  
it took them 3 months to come and  
get the rusted refrigerator they sent  
me a check for \$1,000.00 to buy  
another replacement. I have health  
issue and just lost my husband  
7/18/2018 and for me to go through  
all the pain and suffering did it  
make my life any easier. I

had to pay Allstate deductible  
\$1,000.00 for them to fix the water  
damaged, Allstate said I will  
have to wait to get my deductible  
because they are suing Sears also.  
since they said it was their fault  
the damage came to \$2,870.00 that's  
without the deductible. I called  
Allstate would they give me my  
(over)



\$1,000.00 deductible they told me  
since it's tied up in court they  
can't 😞 I asked them can't  
they work with Sears without me  
because I could use my \$1,000.00  
now because of the Pandemic COVID-19.  
Allstate told me I might have  
to wait for years or I probably  
won't get my money back! I,  
keep feeling rejected and  
hurt, discrimination against. I  
talked with the BBB Bureau she  
told me to write you.

P.S.

Thank you

Mr. Attorney General could you  
please help? I have more pictures  
than what I'm sending but it's  
costly to make all the copies.

Cooking was hard to do  
Painful.

Sincerely,

Wanda Brooks

*These workers were bad!  
I wished I had reported them  
but I didn't just wanted them  
gone!*

A **LOWE'S** Company

360 E 10th Ave.  
Suite 400  
Eugene, OR 97401  
866.953.3220  
fax 541.345.0105  
alacrityservices.com

December 24, 2018



\*\*\*\*\*AUTO\*\*MIXED AADC 974

T2 P1 374

Wanda Brooks

42 Wellesley Pl

Fairfield, OH 45014-5248

**Claim ID:** 522921170**Alacrity Number:** 21603526

Dear Sir or Madam,

Thank you for using the Alacrity National Contractor Network (NCN) program to repair the recent damages to your home. The NCN provides a network of certified contractors with excellent performance and workmanship standards. This program is a successful and innovative approach to getting homes repaired quickly and efficiently, while ensuring that the repairs are completed to the high quality standards set by Allstate - Property.

We understand that the work performed by 1st Call Disaster Services to repair the damages covered by your Allstate - Property policy has been completed and that you have signed a Certificate of Satisfaction. Because you decided to use the National Contractor Network program for your covered homeowner repairs, Alacrity Services will provide a Quality Assurance Guarantee for the work on this claim.

The Quality Assurance Guarantee ensures that the repair work related to this claim will be free from defects resulting from faulty materials for a period of one (1) year and from faulty workmanship for a period of three (3) years from the date that you signed the Certificate of Satisfaction. Your Quality Assurance Guarantee document is enclosed.

If you have any questions or concerns regarding the contractor, the quality of materials, or the workmanship of the repairs related to this claim, please contact Alacrity Services at (866) 953-3220, extension 25.

Thank you for allowing Allstate - Property and Alacrity Services to better serve you.

Sincerely,

**Keith Sangalli**

Quality Assurance Manager



**Allstate.**

You're in good hands

CROSSROADS PROPERTY MCO  
P. O. BOX 427  
HUDSON, OH 44236

PHONE NUMBER: 888-656-8005  
OFFICE HOURS: MONDAY-FRIDAY 8:00-4:45  
FAX NUMBER: 866-537-7806

PLEASE MAKE SURE TO RETURN THIS LETTER WITH YOUR EVIDENCE

Allstate claim number: 0522921170  
Our insured: MARVIN BROOKS *my deceased husband*  
Physical evidence requested: SUPPLY LINE

To be completed by the insured:

Make: *PHS39EH555*

Model: *Frigidaire*

Serial: *4A80908060*

Age: *11 + 2008*

Place of purchase: (name, address, phone number, contact name)

*They are*  
*no longer there or out of business we purchased on Fort Union*  
*Rd.*  
*Cinti, Oh.*  
*45011*

\*\*\*\*Please include the following if available: the purchase paperwork, the installation paperwork,  
and the repair paperwork\*\*\*\*

To our valued customer:

As you know, Allstate has paid you for damages incurred as a result of the above referenced loss. Subsequently, Allstate is attempting to recover that amount from the responsible party. As a courtesy to you, as a valued policy holder, Allstate will also include any deductible amount you may have incurred in our demand for payment from the other party. If successful, we will return your deductible to you!

In order to improve chances for recovery, it will be necessary to make the part or evidence that failed available for inspection. Please complete this form and enclose the item which caused the loss in the FEDEX envelope provided and affix the enclosed FEDEX label to the outside.

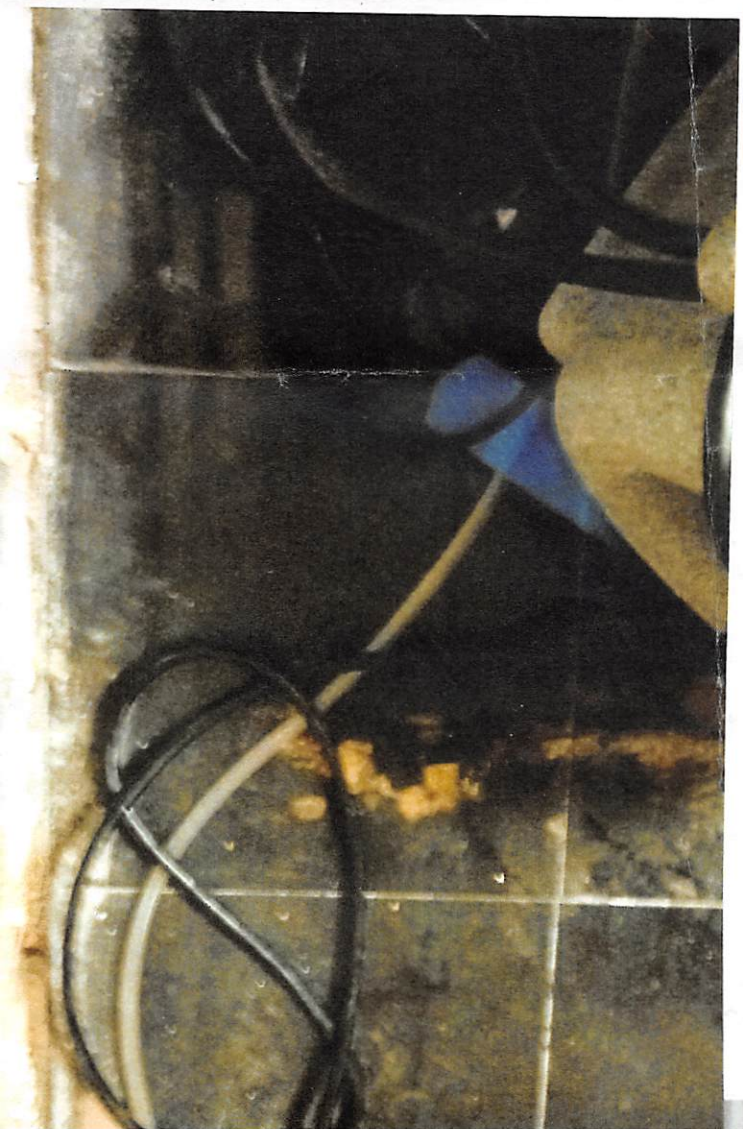
Contact FEDEX 800-463-3339 for a pickup. Please do not put in a FEDEX drop box. You will not need an account number. Hold on line after they ask you for the account number. The information listed below should be used to answer the following prompts:

- schedule a pick up from my address
- schedule a pick up using a return label
- there is no stamp on label
- the tracking number listed on label
- FEDEX ground label is being used
- the pick-up is residential

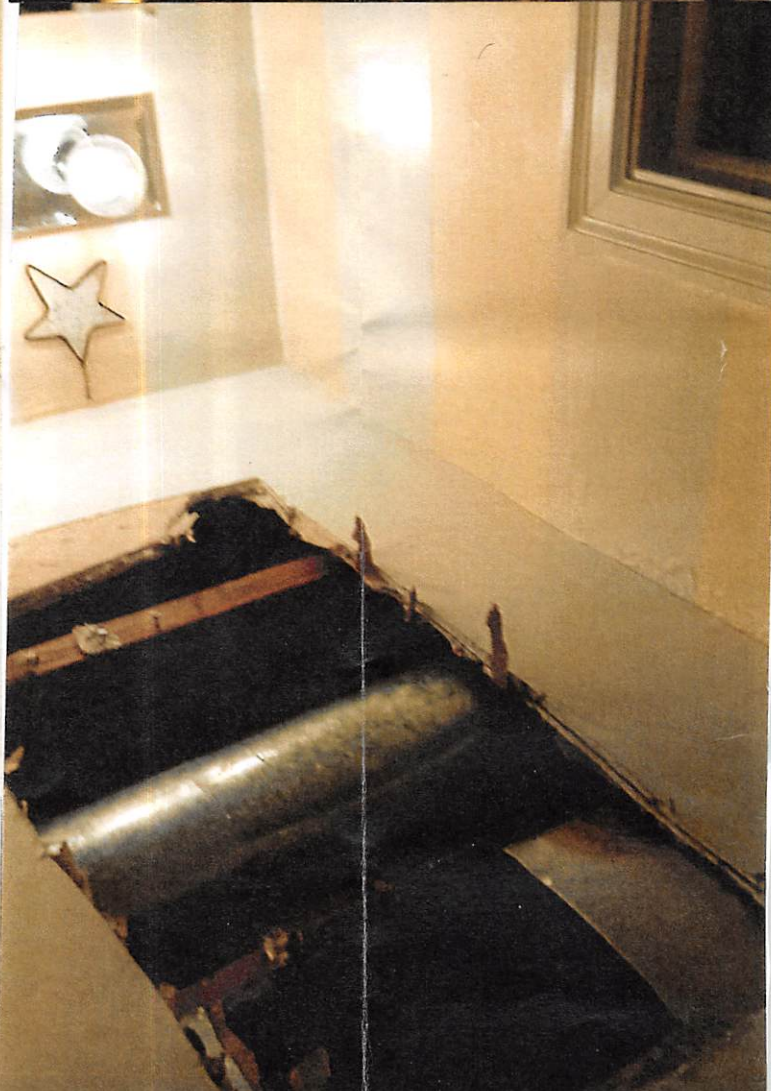
If you have any questions, please call me at 888-656-8005 x 6553797

Sincerely,  
Ryann Patrick

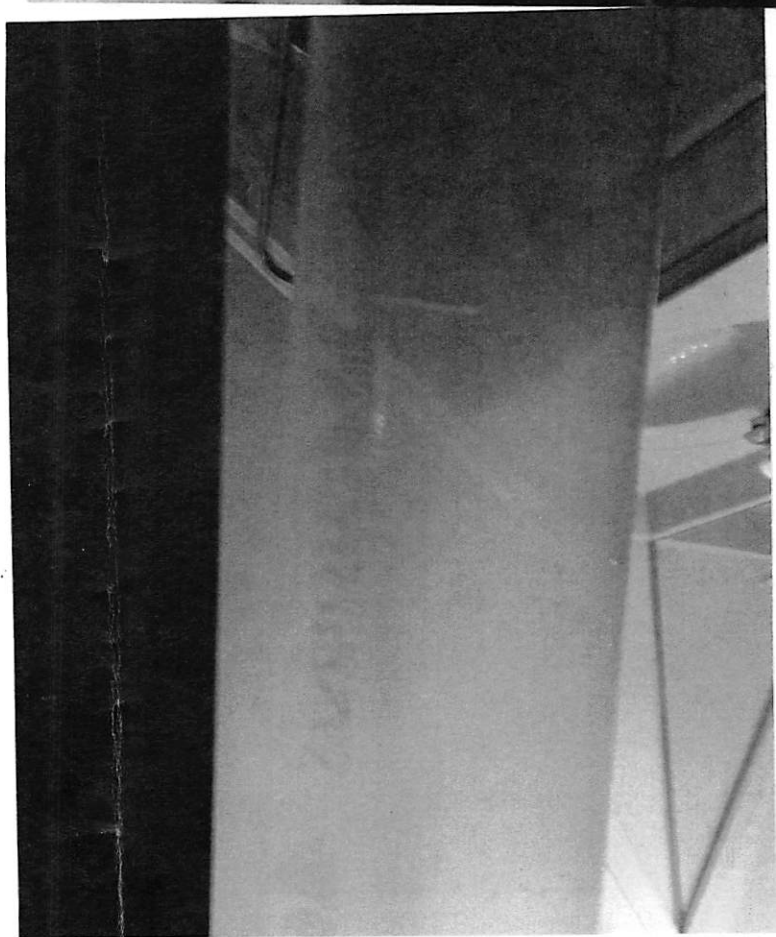
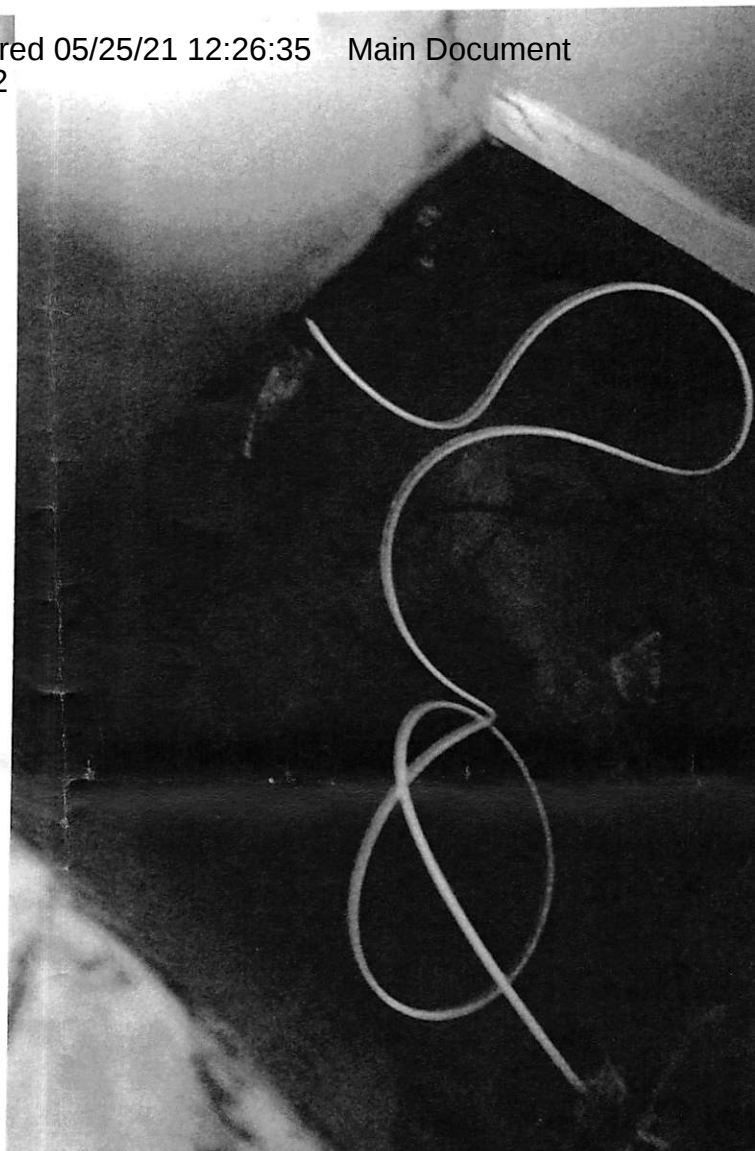
















CONTROL	\$ 253.14
22 628 316-411800 Qty 1	
REPAIR	\$ 183.98
22 022 RFR-CCS Qty 1	\$ 437.12
Net Parts	\$ 28.41
Tax on Parts	\$ 465.53
Total Parts	

Reschedule Date: 09/28/2018  
Between Time: 8 AM - 12 PM

If your warranty claim is denied by the warranty provider, you will be responsible for payment up to \$ 749.89, less any amounts you may have already paid for this repair.

Customer Signature to approve repair:

Thank you for using  
SEARS HOME SERVICES





